

Background Check Guidelines

General Information:

The City uses a third party agency to complete background checks. Payment to the agency is the responsibility of the department requesting the background check.

Castle Branch, Inc. is the current agency selected to perform this service. **The City of Durham's standard background service package includes a North Carolina Criminal background check, a North Carolina motor vehicle check and a residency history.**

First time users must contact the City of Durham's Castle Branch representative at the address below to create a departmental account.

City of Durham's Castle Branch representative is

Colby Danforth

Sales Representative

Castle Branch Inc.

Certified Background

Phone: 888-723-4263 EXT. 7250

Fax: 910-772-1528

cjdanfo@castlebranch.com

A criminal background check must be completed for all individuals who have been given a conditional offer of employment.

Position Exceptions

Public Safety positions, financially sensitive positions and positions in direct contact with minors have specialized employment background investigations. Questions concerning these positions should be directed to the Human Resources Department.

Background Check Procedures:

- The supervisor must:
 1. obtain the signed *Authorization for Release of Personal Information* form from the potential employee.
 2. scan and email or fax the form to Castle Branch, Inc.
 3. request that Castle Branch, at a minimum, complete the City of Durham's standard background check service (the current fee is \$25).
 4. determine if he/she wishes to conduct any other background investigations (Federal check, credit check, educational verification, etc.) for the position(s). If

so, please see CastleBranch.com for information regarding investigations that can be conducted as well as the costs of the additional checks.

5. **make sure**, if conducting a **consumer credit check** , that a letter and the Fair Credit reporting information package is sent to the candidate (sample attached).
6. review and document background check results on-line through the secure access protocols prescribed during the departmental account set-up process (See Castle Branch information).
7. direct any questions about the report to the City's Castle Branch representative, Colby Danforth.
8. evaluate results received giving consideration to the job that is being filled in the hiring department.
9. contact the Director of Human Resources when questions or concerns arise about the results of the report(s).
10. obtain authorization from a Deputy City Manager or City Manager if criminal history findings may result in withdrawal of a conditional offer of employment prior to the action being taken. (If the conditional offer is withdrawn, a follow-up letter must be sent to the candidate- sample attached).

**SAMPLE LETTER REQUIRED TO BE SENT WITH CONSUMER CREDIT REPORT
INFORMATION**

Date

Candidate name
Address

Dear candidate:

Pursuant to your signed release form, the City of Durham has obtained a consumer credit report through Castle Branch, Inc. Enclosed for your information is a copy of the consumer credit report and a copy of the document entitled "A Summary of your rights under the Fair Credit Reporting Act" issued by the Federal Trade Commission.

Sincerely,

City Supervisor's name/title

Enclosures

SAMPLE ADVERSE ACTION LETTER

Date

Candidate name

Address

Dear candidate:

The City of Durham has determined that we will no longer consider your application for employment for

(position)

This determination was influenced by information contained in a background investigation report made, at our request and by your written release, by:

Castle Branch, Inc

P. O. Box 1699

Wilmington, N.C. 28402

Toll Free: (888) 723-4263

Castle Branch did not make the adverse decision and cannot provide the reason for the decision. You may obtain a free copy of the report within sixty (60) days and you have the right to dispute the accuracy of the information with Castle Branch.

If you believe that the information contained in the background investigation report is erroneous, you may contact the City of Durham Human Resources Department at 919-560-4214.

Sincerely,

Supervisor's name/title